Moving from Outputs to Outcomes: Finding the Middle Ground

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Risk Rating Score: Measuring Across Domains

FRAMEWORK

CRISIS  CRITICAL  VULNERABLE  STABLE  SAFE  THRIVING

HOW SOON DOES THE CLIENT NEED HELP?

DOES A CLIENT KNOW ABOUT RESOURCES IN THE COMMUNITY AND ARE THEY UTILIZING THEM?

ARE THERE BARRIERS PREVENTING CLIENT ACCESS?  WHAT SOCIAL SUPPORTS EXIST FOR CLIENT?

WHAT IS THE CLIENT’S OVERALL SITUATION?
Most Common Assessments by Risk Level

- Health Management (n=3,448)
- Housing (n=17,655)
- Nutrition (n=15,039)
- Primary Care (n=4,499)
- Utility (n=16,483)

Co-Occurring Housing Need with Other Domain

- Nutrition: 12%
- Utility: 8%
- Criminal Justice/Legal: 3%
- Income & Benefits: 3%
- Health Management: 2%
- Primary Care: 2%
- Transportation: 2%

Co-Occurring Primary Care Need with Other Domain

- Nutrition: 20%
- Housing: 19%
- Criminal Justice/Legal: 6%
- Income & Benefits: 4%
- Health Management: 4%
- Utility: 3%
During the next six months through trust-based relationships, support and adjustment back into society and essentials of living and functioning patients assisted through the AHC program will have a minimum 60% recidivism rate.

- Adjusting to keeping a home
- Readjusting to the community & being back in the community
- Reestablishing or connecting with networks
Quality Improvement & Process Measures
GRACE Program
Whatcom County, Washington

Ground-level Response And Coordinated Engagement
GRACE Referral Population

Some combination of:

• Emergency Medical – 12 or more dispatches in the last 12 months
• Law Enforcement – 12 or more dispatches or arrests in last 12 months
• Hospital ER – 20 or more visits in last 12 months
• Other factors – MH, SUD, Homeless, Chronic Health
GRACE - Services

- Engagement with the referred person: “Become a member so we can help you.”
- Intensive Care Management
- Connection with ongoing resources
- Time-limited (6-12 months)
- Keep watch for members post-”graduation” – people relapse
- Nobody gets “fired”
GRACE Outcomes

• Connection with ongoing services & resources (Pathways completion)

• Reduction relative to baseline in:
  – Emergency Medical dispatches
  – Law Enforcement dispatches and arrests
  – Hospital Emergency visits
  – Jail bookings & bed days

• Improved quality of life (person & community) – but “how to measure”!